

**Program Outcomes for 1999**  
**Accountabilities**

1. Timely implementation and dissemination of the marketing plan; name change/logo and site-specific marketing activity. Lead: Ben Leifer; Team: marketing committee; regions/divisions.
2. On-time, staff-satisfied implementation of SKIL. Lead: Jim Stutz; Team: SKIL Core Team/SKIL Executive Steering Committee. Executive sponsor: Sharon Stewart Johnson.
3. Measurable improvements in all billing procedures and approaches. Lead: Kathy Uhlorn; Team: Fiscal team/external consultation.
4. Free care/Demand Management; system and policies in place. Lead: COPC Manager. Note: project has been folded into clinic manager/central accountabilities project (see #5).
5. Institution of clinic manager and uniform, standard clinic protocols in all four comprehensive primary care sites. Centralization of clinical operations within COPC. Lead: Grace Wang; Team: expanded QPP. Executive Sponsor: Alonzo Plough.
6. Measurable improvements in City of Seattle school health services, improvement of relationships and development of outcome measures within the City of Seattle. Lead: Anne Curtis; Team: expanded school health team. Executive Sponsor: Alonzo Plough.
7. Re-thinking and re-configuration of Financial Systems; cost- benefit improvements in financial operations; increased customer responsiveness. Lead: Kathy Uhlorn; Team: committees, include: 'heavy' external consultation
8. Implementation of EMS Strategic Planning and management of accompanying regional implications. Lead: Tom Hearne; Team: EMS Strategic Planning Committee; EMS staff

9. Completion of senior management, management/supervisor training. Lead: Michael Sheehan, Morgan Barry; Team: Management Training Sub-Committee of the Diversity Management Committee (DMC). Executive Sponsor: Sharon Stewart Johnson.
10. Monitor impact of new environmental health demands and labor contract costs for environmental health services and operations. Lead: Carl Osaki; Team: EH designees.
11. Class Comp Implementation; labor contract follow-through and organizational impact analysis/plan'. Lead: Kathy Uhlorn; Team: expanded personnel, budget representatives.
12. Implementation, refinement and monitoring of South County re-configuration of services; start-up accomplished; evaluation accepted by County Council; Lead: Kathie Huus; Team: FRED (and friends).
13. Strategic Plan proviso completed by May 30, 1999; Council and BOH affirmation. Lead: Sharon Stewart Johnson; Team: "On Course" Work Group
- 14a. Dental re-configuration at North and Central. Lead: (North) Mary Pavek; Lead: (Central) Nova Jones; Team: North, Central staff; Dental Services Chief - active consultation.
- 14b. Creation of a shared understanding of adult dental issues for the city and the county and a context for regional responsiveness to the issues of uncompensated dental care. Lead: John Caron; Team: regional, community representatives.
15. Unintended Pregnancy Integration and legislative policy changes to support family planning and reduce unintended pregnancies. Lead: Kathy Carson; Team: Melinda Percich, family planning team, and identified site, program, and fiscal representatives.
16. Responsive implementation of Mayor's drug agenda. Lead: Jim Hammond, City of Seattle; Team: to be identified after April 8 discussion with Mayor. Executive Sponsor: Alonzo Plough.